THE OFFICE OF EFFICIENCY REVIEW
BEST PRACTICE AND GUIDELINES FOR IMPLEMENTATION

Printing, Copying, Scanning, Faxing Efficiency

Name of Agency& Director:
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Background & Summary
ADEQ has taken a three-pronged approach to revolutionize the way they print, copy, fax and scan. ADEQ has reduced costs and created significant savings by: 1) Changing their copier vendor. 2) Eliminating personal printers and reconnecting employees to high volume, cost saving multi-functional devices. 3) Programming default duplexing on their multi-functional devices.

In 2004 ADEQ initiated a Request for Proposal to solicit copying services. ADEQ discovered Arizona Office Technology (AOT) who has provided ADEQ with superior service and outstanding value. As of January 2007 AOT was awarded a state contract as one of three contract vendors (AOT, IKON and Hughes-Calihan).

Savings & Benefits
- Decreased costs of maintenance contracts, toner consumption and paper consumption.
- Financial Saving Comparisons with State Contract Prices Against Industry Standard Avg. of $.045 Per Impression

Number of office employees	Assumed # of copies	AOT Saving per year*	IKON savings per year*	Hughes-Calihan savings per year*
100	150,000	$79,200	$75,600	$63,000
500	750,000	$396,000	$378,000	$315,000
1000	1,500,000	$792,000	$756,000	$630,000
2000	3,000,000	$1.58 mil.	$1.51mil	$1.26 mil

*Assuming employees are using high volume multi function devices with 10% ink coverage compared to the industry average of .045 per impression with a personal printer averaging 20 pages per minute

To Implement this efficiency at my agency:
1. Determine when your copier contract(s) are near expiration.
2. Assign appropriate staff to prepare a list of current printing/copying operations, with detailed information such as, current costs like number of printers/copiers, printing capacity, ink toner consumption, etc.
3. Consult with your IT Office to ensure interoperability of all equipment and identify any implementation costs.
4. Evaluate the proposed approach and costs between the contractors.
5. Select the most cost efficient vendor that meets your agencies needs.
6. Ask your Administrative Office to track savings in coordination with contractor.
7. Report to Efficiency Review Steering Committee

Helpful Advice
- Make every effort to transition from personal printers to multi-functional devices to reduce costs/maintenance.
- Use printing and copying devices with duplexing capability *as a default* in order to reduce paper consumption.
- Require services to meet existing IT infrastructure reducing the amount of staff time needed to install new devices.
- Some of the challenges to overcome will include initial frustration from employees who feel deprived of their personal printers.
- Training employees to operate the new machines will help to quell much of the resistance to the change.

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